CIT Customer Service Report for the ADB

for Wednesday, January 1, 2003 to Friday, January 31, 2003

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	
Accounts											
Access/Login	5	0	0	0	0	0	0	4	1	0	7
Edit Account	1	0	0	0	0	0	0	1	0	0	5
General Info	1	0	0	0	0	0	0	1	0	0	4
Password Reset	6	0	0	1	0	0	0	5	1	1	8
Register/Open	1	0	0	0	0	0	0	1	0	0	5
ADB											
Connectivity	16	0	0	0	0	1	0	11	3	1	6
DELPRO	44	1	0	3	2	1	1	15	24	5	5
Fellowship Pmt Syst	20	0	0	0	0	0	0	3	15	2	5
Finance	1	0	0	0	0	0	0	0	1	0	2
General Info	36	0	0	0	1	0	0	17	11	7	6
GUI	2	0	0	0	0	0	0	2	0	0	8
ID Reactivation	59	0	1	0	1	0	0	39	1	19	4
Keyword	100	0	0	0	1	0	0	60	14	25	4
Printing	1	0	0	0	0	0	0	1	0	0	31
Property	6	0	0	0	0	0	0	0	5	1	5
Purchase card	18	0	1	0	1	1	0	2	13	2	6
Registration	6	0	0	0	0	0	0	3	3	0	6
Security	6	0	0	0	0	0	0	4	1	1	6
Travel	30	0	0	0	0	0	0	4	20	6	6
Application Support											
Web Apps-Troubleshoot	1	0	0	0	0	0	0	1	0	0	30
NIH Data Warehouse											
Printing	1	0	0	0	0	0	1	0	0	0	0
OS/390											
Printer/VPS	1	0	0	0	0	0	0	1	0	0	9
Security & RACF	1	0	0	0	0	0	0	1	0	0	5
Grand Total:	**363**	**1**	**2**	**4**	**6**	**3**	**2**	**176**	**113**	**70**	**5**

Total Tickets Closed: 359
Total Tickets Assigned/Pending: 11
Total Tickets Created: 370